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1995/96

Family Services

OF HAMILTON - WENTWORTH INC.

ANNUAL REPORT

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URBAN MUNICIPAL

JUL 18 1996

GOVERNMENT DOCUMENTS

STRENGTHENED INDIVIDUALS AND FAMILIES
IN JUST AND SUPPORTIVE COMMUNITIES

STRENGTHENED INDIVIDUALS AND FAMILIES IN JUST AND SUPPORTIVE COMMUNITIES

In support of this Vision, Family Services will endeavor to achieve the following Ends:

- Increase competency and skills to solve problems, make decisions, and cope with daily life stresses.
- Relationships free of violence and a community that does not tolerate violence in the home or the community.
- Strong Communities capable of meeting their own needs, and working together in social action.
- Expanded knowledge for service providers and the community at large.
- Public policy framed on equality and social justice and which strengthens individuals, families and communities.

– Approved by the Board of Directors May 1995

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ANNUAL MESSAGE

from the President

It appears that every year the president's message brings news of pressures and change. This year is no exception. However, the staff, board and volunteers at Family Services of Hamilton-Wentworth have much to be proud of. We have weathered major transitions in the leadership and funding of the agency.

It is with great pleasure that I introduce to our community Elaine Eastman, the new executive director of Family Services. After an extensive consultation process and nation-wide advertising, the board chose Elaine from many exceptional applicants. She comes to us from the position of executive director of Halton Social Planning Council. She brings with her a great enthusiasm for the job, creativity, a sense of humour, excellent planning and collaborative skills, and a commitment to providing high quality cost efficient services. Elaine joined the agency in February and has already made a strong connection to the staff, the board and the community.

In November, the agency hosted a retirement and thank-you celebration for John Vedell. John served the agency as executive director for 22 years. The many tributes to John reflected his concern for the consumers of our services, his connection of the local, provincial and national communities, and his promotion of the family services movement. Comments about his humour, his dedication, and his intellect were common threads woven through the stories brought forth by friends, family and colleagues.

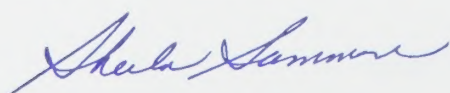
In the Fall, Family Services faced one of the most significant funding cuts in its history. The provincial government discontinued transfer payments for the purchase of service contracts. This meant that the Region of Hamilton-Wentworth would no longer have provincial money to fully support its contract with Family Services. Two agency programs were profoundly affected. To translate to human terms, dedicated staff of long standing were laid off and positions were restructured. I wish this report could give individual recognition to each person laid off. I wish I could speak of their skill and compassion and the meaning of this loss to our clients and our community.

However, the greatest impact of the cuts is on the people in our community who are unable to pay for counselling services. These are the families, the children, the individuals, who are already stressed due to financial, social, and personal pressures and who are now less able to access needed services.

Change is rarely easy. However, these changes have lead to creative responses in programing and service delivered. As we move into the next year, the staff is looking at the outcomes of our service. Change has lead us to even more community collaboration and consultation at the board and staff levels.

It continues to be exciting and challenging to be part of this agency. Again, I sincerely want to thank all staff, volunteers and board members for your outstanding commitment to an outstanding organization.

Respectfully submitted,



Sheila Sammon

ANNUAL MESSAGE

from the Executive Director

This has been a year of incredible change. After twenty-two years as Executive Director, John Vedell retired at the end of December. The recent trend of reduced funds continued and had an impact on most program areas. The Provincial withdrawal of funds for adult counselling decimated General Counselling Services and the adult component of the Family Life Program, resulting in service reductions and the loss of several long-standing, loyal staff.

Like the phoenix, however, the agency is rising to meet the challenge of new opportunities. Programs have been restructured and service modalities reviewed and redefined. The Employee Assistance Program continues to expand as our reputation become more widely known. We are working collaboratively with the United Way on the restructured Family Life Program. Counselling services offer a range of groups to women and child/adolescent witnesses based on identified client needs. Staff and board members are actively involved in identifying and developing potential partnerships to assist us in achieving our vision.

In the coming year, attention will focus on internal restructuring to determine new efficiencies and effectiveness in both agency management and service delivery. We will continue to build on partnerships with other organizations to improve service coordination and explore new opportunities to maximize the use of limited resources in providing service to the people of this Region. Family Services of Hamilton-Wentworth is a major player in the planning and delivery of local services and will continue to give leadership in restructuring the local service network. Our strength has been, and continues to be, the dedication, commitment and loyalty of the people who work and volunteer with us.

It is truly an honour to serve with a Board of Directors and staff who take seriously their responsibility to the people of this community. Together we will continue to strive to achieve our vision of strengthened individuals and families in just and supportive communities.

Respectfully submitted,

A handwritten signature in dark ink, reading "Elaine Eastman". The signature is fluid and cursive, with the first name "Elaine" written in a larger, more prominent script than the last name "Eastman".

Elaine Eastman

BOARD OF DIRECTORS
AND OFFICERS
FOR THE YEAR 1995/96

OFFICERS

President.....	Sheila Sammon
Past-President.....	David Zych
Secretary.....	Elaine Eastman
	John Vedell**
Honourary Secretary	Ingrid Spence

DIRECTORS

Vish Bagal	Neville Nunes
Frank Boutzis	Rosemary Russell
Cynthia Campling*	Sheila Sammon
Sondra Cornett	Zaki Ullah
Katerina Kun	Dominic Verticchio
George McLauchlin*	David Zych

BOARD COMMITTEES

Nominating & By-Law Committee.....	Rosemary Russell
Fundraising Committee	Frank Boutzis

*Resigned at end of term

**Retired

CONDENSED FINANCIAL OPERATING STATEMENT

INCOME	1994/95	1995/96
Government Sources	2,072,351	1,800,805
United Way	443,613	434,893
Fees for Service	653,533	768,387
Donations/Fundraising	216,281	208,928
Other	82,349	36,586
TOTAL	3,468,127	3,249,599
EXPENDITURES		
Personnel Costs	2,844,128	2,731,735
Occupancy	287,744	208,369
Transportation	63,078	53,852
All Others	351,939	300,454
TOTAL	3,546,889	3,294,410
SURPLUS/(DEFICIT)	(78,762)	(44,811)
Webber Avenue Property Expenses	(17,927)	(10,046)
NET EXPENSES FOR THE YEAR	(96,689)	(54,857)

The above data is drawn from the agency's financial statements audited by Coopers and Lybrand. The complete audited financial statements are available upon request.

S E R V I C E P R O V I D E D

(BRIEF SUMMARY)

Units of Service reported in hours unless otherwise specified

	1994/95	1995/96
TOTAL NUMBER OF FAMILIES SERVED	3,356	3,746
TOTAL NUMBER OF CLIENTS SERVED	4,944	6,445
COUNSELLING SERVICES		
Individual, Couple, Family Counselling	5,882	4,071
Woman Abuse and Child Witness	<u>4,107</u>	<u>3,986</u>
Total Hours of Service	9,989	8,057
EMPLOYEE ASSISTANCE PROGRAM	3,349	4,093
HOME SUPPORT SERVICES FOR THE ELDERLY		
Program Coordinator	668	428
Volunteer Contact with Clients	2,908	3,029
FAMILY LIFE PROGRAM		
Parent Groups-Client/Group Sessions	1,072	680
Pre-school - Half Days	8,068	5,109
- Transportation - bus trips	N/A	8,909
Individual Counselling, Classroom Training, Family-Based and Support Services	N/A	1,313
HUB INTEGRATED SERVICES		
Parent Groups-Client/Group Sessions	N/A	152
Pre-school - Half Days	N/A	1,405
- Transportation - bus trips	N/A	2,810
Individual Counselling, Classroom Training, Family-Based and Support Services	N/A	500
CREDIT COUNSELLING PROGRAM		
Credit/Budget Counselling - cases	1,718	1,666
Bankruptcy Counselling - Individual & Client/Group Sessions	403	763
YOUTH RESIDENCE-resident days	3,531	3,160
PUBLIC EDUCATION, TRAINING, COMMUNITY SERVICES (Services to individuals, groups and institutions in the community)		
Indiv., Couple, Family Counselling Services	466	385
Woman Abuse and Child Witness	317	430
Employee Assistance Program	416	332
Aubrey Jones*	410	286
Home Support Services for the Elderly	347	346
Family Life Program	286	185
Hub Integrated Services	322	144
Credit Counselling	693	607
Youth Residence	321	175
Other	<u>298</u>	<u>192</u>
Total this section	3,876	3,082

*Funding ended December 31, 1995

ACCOMPLISHMENTS

1995 - 96

Family Services of Hamilton-Wentworth offers a range of services designed to support individuals and families throughout the life cycle. They include services for preschoolers with special needs and their families; support to families to improve parent-child relationships; residential care for youth 12 to 18 years of age; counselling services to individuals, couples, families, abused women and child/adolescent witnesses of woman abuse; home support for isolated elders; and credit counselling to help people improve their financial management skills.

FAMILY LIFE PROGRAM

This program offers support, education and therapeutic intervention for families with preschool children who are experiencing:

- developmental delays (behavioural, physical, communication, social or cognitive)
- high risk situations (family breakdown, conflict, abuse, violence) and/or socially disadvantaged circumstances (poverty, cultural or familial isolation) that interfere with the parenting relationship

Program Highlights:

- funding losses resulted in reduction of classrooms from 6 to 3 and program restructuring to provide a broader range of support to families. In the process we lost 7 employees with long-standing service records.
- **86 preschool children** in classroom, 16 with special needs requiring assistance from Resource Teacher
- parents of **69 families** in groups and/or individual or family-based counselling
- served **20 special needs families** through HUB
- transported **82 children** and their families to and from program - **over 11,000 bus trips**
- **Adopt-a-Family** project provided food, clothing and toys to **40 families** at Christmas
- **84 families** had **1,318 contacts** with Toy Library (loaning toys, games, books, educational materials, consultations)

Collaborative Efforts:

- helped to develop **Neighbourhood Watch and Safe House** program in local housing project. Result - **closed three known crack houses** and **improved police response** to neighbourhood calls

Terry Henry, Manager

N O R T H C R E S T Y O U T H C E N T R E

Northcrest provides long and short term therapeutic residential programming for adolescents in care of a local Child Welfare agency who have experienced one or more of the following:

- family breakdown
- physical, sexual or emotional abuse
- emotional or behavioural disorders
- conflict with community or social authorities (parents, schools, police)

Program Highlights:

- **35 children** in residence (4 long term, 31 short term)
- all children attended ***Section 27 classroom***
- **2 children** successfully transferred to community school program
- assisted **16 families** to re-establish supportive relationship with their children

Collaborative Efforts:

- collaborated with Parkside Secondary and Spencer Valley Schools to share resources and activities in various ***educational and recreational programs***
- active in planning, development and management of ***Waterdown Youth Centre***
- co-sponsored ***Just Therapy Conference*** with Lynwood Hall Children's Centre, Catholic Family Services, Regional Social Services Child and Adolescent Unit

Terry Henry, Manager

C R E D I T C O U N S E L L I N G

A variety of services from budgeting and nutrition counselling to managing orderly debt payment are offered at no charge to the consumer. The program is designed to assist individuals and families to:

- improve their ability to set and meet financial objectives
- decrease stress arising from financial problems
- decrease amount of debt
- decrease insolvency
- increase self-esteem
- improve family functioning

Program Highlights:

- over **1,600 cases** served, affecting in excess of **4,400 women, men and children**
- over **\$1,300,000** client ***debt retired***
- more than **430 hours of community service** (budgeting, nutrition, consumer skills) delivered
- hours of service extended and off-site service provided to provide more accessible services
- ***collaboration*** with community groups to teach money management to people experiencing low income and/or living in subsidized housing.

Art McLean, Manager

C O U N S E L L I N G S E R V I C E S

Achieving personal empowerment is at the very centre of our work. A sense of empowerment mobilizes people to find and act on solutions. Our services help consumers to develop the tools they need to do so. Support is also provided to the culturally diverse community in the form of counselling services and community development activities based on self-defined needs. Services are offered to:

- survivors of woman abuse
- child/adolescent witnesses of woman abuse
- individuals and families who have experienced a traumatic event or who are in crisis due to family breakdown, personal loss, suicidal behaviour, stress or challenges to mental health
- male and female survivors of sexual abuse

Program Highlights:

- 75% of staff in general counselling lost due to provincial withdrawal of funding for adult counselling in October.
- As part of our shift to outcome evaluation, a ***Service Outcome*** workshop was provided to staff.
- groundwork for new model for ***general counselling*** completed. ***“Priority is short term counselling to people in crisis”***
- developed ***new model of service for abused women and child/adolescent witnesses***
- developed a ***pilot apprenticeship program*** to provide training in groups leadership/facilitation for survivors of woman abuse
- participated in United Way ***Anti-Racism training*** program
- produced ***group manuals*** for woman abuse and child/adolescent witness groups
- produced a ***video by child witnesses*** of woman abuse to be used in programming

Collaborative Efforts:

- ***Alcohol and Drug Assessment Services*** - Dual Diagnosis Group Program for women dealing with substance abuse and a history of sexual violence. Produced manual ***Where’s the Serenity***
- ***Region of Hamilton-Wentworth Emergency Measures Committee*** - Coordination of Counselling and Support Services Following a Regional Disaster: ***Protocol and Policy Development Task Group***
- ***AATD - Safety First*** Advisory Committee to project evaluating group model of intervention for child witnesses
- ***Women Abuse Working Group, Violence Counselling Services Committee*** - collaboration of violence counselling agencies to improve coordination and efficiencies of counselling services through partnering, joint ventures and sharing resources
- ***Catholic Family Services*** - collaborating to maximize resources, improve service coordination, realize efficiencies in service access and delivery

Anna Allevato, Manager

HOME SUPPORT SERVICES

Since 1981, this program has recruited and trained volunteers to provide friendly visiting services to seniors in our community, offering companionship, friendship and support to people 65 age years and over. The aging of our population and current trend to maintain people independently in the community continue to increase the demand for these services. Loss of provincial funding for adult counselling last fall suspended the supportive housing program offered at Aubrey Jones Senior Citizens' Apartments.

Program Highlights:

- ***increased funding*** under the Long Term Care envelope enabled us to:
 - expand the ***Program Coordinator*** position to ***full time***
 - increase the ***recruitment*** and ***placement of volunteers*** with local seniors
 - enhance service to ***culturally diverse communities***
 - conduct ***program evaluation***
 - increase ***collaboration*** with other community organizations to improve service coordination and enhance access and efficiencies in service delivery

Collaborative Efforts:

- co-sponsored a ***joint volunteer education event*** with V.O.N. Friendly Visiting Program
- exploring potential collaborative ventures for central recruitment and training, policy development

Anna Allevato, Manager

EMPLOYEE ASSISTANCE PROGRAMS

This continues to be a very successful division of our agency. We currently manage 21 local EAP contracts and provide service and/or manage an additional 13 provincial and national contracts. Every member of our family of EAP customers has remained highly satisfied with and loyal to FSHW as their provider of choice. Three new customers have been added during the year. In each case FSHW was elected as the EAP service provider over some of the country's top competition.

Program Highlights:

- developed new ***promotional package***
- increased provision of debriefings and defusing in response to ***workplace trauma/critical incidents***
- delivered group intervention programs to help organizations and their employees deal with radical ***shifts and changes in the workplace***
- developed and delivered training programs on ***team building, conflict resolution, managing psychological effects of layoff, managing trauma, understanding and dealing with loss, grief reaction***

Anna Allevato, Manager

FAMILY SERVICES STAFF

MANAGEMENT TEAM

Executive Director	Elaine Eastman
	John Vedell**
Mgr. of Counselling and Contract Services	Anna Allevato
Mgr. of Credit Counselling and Financial Services	Art McLean
Mgr. of Child and Youth Services	Terry Henry

STAFF

Richard Abbott	Leah LaRiviere
Lori-Ann Alleyne-Millette	Mary Long
Carron Barbas	Rosemary MacDonald
Lynn Barclay	Mary Mills
Catherine Bernard	Terry Oldroyd
Carolyn Bocking (Abercromby)	Janet Paterson
Bonnie Botterill	Geoffrey Reekie
Catherine Boyle	Rita Roch
Fraidie Burshtyn	Elaine Saunders
John Butt	Marian Schorr
Evelyn Camargo	Terry Schwendiman
Frances Charron	Joyce Smith
Pat Coward	Elizabeth Snyder
Petra Elliott	Ingrid Spence
Debra Enright	Valerie Spironello
Debbie Ertsinian	Veronica Taylor
Janet Fletcher	Kamal TenBrinke
Nicolina Franco	Steve TenBrinke
Susan Gennaro	Janna Thomson
Cobi Gilmour-Baiton	Jane Vock
Wanda Harmon	Maria Weimer
Brenda Johnson	Susan Wendt
Denise Jones	Joan White
Wendy Kay	Patricia Whitman
Dan Keeley	Paul Williams
Rosemary Langlais	Sarah Williams

*Full-time and part-time staff complement as of May 31, 1996

**Retired

STUDENT PLACEMENTS

Roxana Albizuri
Ray Baiardo
Tanya Boyd
Tammy Burley
Irene DeIure
Claudia Ferreira-Coto
Elizabeth Fiiorini
Sean Flaherty
Jennifer Hurd
Al Iavarone
Carrie Kirkpatrick
Christine Kozbur
Christine Kurey
Anka Marioni
Lorraine McKay
Lillianna Migliazza
Cris Miloje

Kim Morrison
Corinne Murphy
Jodi Nair
Jelena Nikolich
Mike Ras
Wendy Rickman
Melissa Robillard
Leanne Rudolph
Joanne Sawchuck
Wendy Smith
Tina Stinson
Janet Thompson
Tanya Toop
Shari Vanderhoek
Zena Van Rosi
Diane Woodenberg
Cindy Zarek

Schools that participated in our Placement Program:

- McMaster University:
 - School of Social Work,
 - Occupational Therapy
- Delta High School :
 - Co-op placement
- Mohawk College:
 - Early Childhood Education,
 - Social Services,
 - Child Care,
 - Educational Assistant
- Sheridan College:
 - Human Resources Administration,
 - Gerontology
- Brock University:
 - Education

FAMILY SERVICES MEMBERS 1995/96

A C T I V E M E M B E R S

Norma Berti	Rosemary Russell
Dr. Mark Cornfield	Ingrid Spence
Vish Bagal	Trudy Van Schyndel
Wanda Harmon	Pat Whitman
John Hovius	Evelyn Young
Peggy McCombe	

S U S T A I N I N G M E M B E R S

Alice Cannon	Dr. Martin Johns
Jean Cragg	Robert McNairn
Dr. Laurie Cragg	Dr. D. Sprung
Shirley Jarvis	

O R G A N I Z A T I O N A L M E M B E R S

Child Abuse Council	Westinghouse Inc.
Stirling Print-All	Women's Centre

L I F E M E M B E R S

Don Cannon*	Barry McCorquodale
Sondra Cornett	Leon Price
Larry Enkin	Canon Joe Rogers
Fern Gue	Mel Spencer
Dr. Martin Johns	Marilyn Vallance*

*Deceased

Memberships as of May 31, 1996

FAMILY SERVICES DONORS 1995/96

DONATIONS

Airways Transit Service	Laurentian Bank
Amex Bank of Canada	Merchant Retail Services Ltd.
Armor Elevator	Donna Morton
Avestel Credit Union	National Bank
Avco Financial Serv.	National Retail Credit Serv.
Vish Bagal	Keith & Joyce Nauman
Bank of Montreal	New Horizon Roofing
Bank of Nova Scotia	Overhead Crane
Beneficial Canada	Petro Canada
Norma Berti	Planned Parenthood
C.I.B.C.	Rheem Canada
Canada Trust	Rotary Club of Waterdown
Canadian Tire	Royal Bank
Alice Cannon	Royal Trust
Citibank	Sears Canada Inc.
Coopers & Lybrand	St. Jean De Brebeuf School
Laurie & Jean Cragg	Superior Acceptance
Dundas District High School	T. Eaton Acceptance Co.
Mr. Ross Ferguson	T.D. Bank
Susan Gennaro	Trans Canada Credit
Household Finance	John Vedell
Hudson's Bay, Zellers, Simpsons	Vincent Drake Enterprises
Johnson Worldwide Assoc.	Waterdown High School
K-Mart Card Services	World's Finest Shows
	Clair & Noel Wright

GIFTS - IN KIND

Collins/Whitemans C.A. Firm

Member Agency of:

ONTARIO ASSOCIATION OF CREDIT COUNSELLING SERVICES
UNITED WAY OF BURLINGTON, HAMILTON-WENTWORTH
ONTARIO HOME SUPPORT SERVICES ASSOCIATION
CANADIAN COUNCIL ON SOCIAL DEVELOPMENT
FAMILY SERVICE ONTARIO
FAMILY SERVICE CANADA
ONTCHILD



A United Way Member Agency



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